

**ILLINOIS TOLLWAY**  
**REQUEST FOR PROPOSAL**  
***Contract 25-0072R/ Queue Management Systems***  
***BidBuy Bid Number B-52199***

**Section A. SCOPE OF WORK**

**A.1. OVERVIEW AND PURPOSE**

The Illinois State Toll Highway Authority (Illinois Tollway) is seeking a qualified vendor to provide a modern, efficient, and expandable Queue Management System (QMS) solution for its Headquarters located at 2700 Ogden Ave, Downers Grove, IL 60515. The proposed solution will include interactive touch-screen Kiosks that allow customers to easily engage with the system and obtain a service ticket. The system should display clear guidance to customers, directing them to the appropriate customer service representative when their queue number is called.

The new system must feature modern ticketing capabilities, including digital mobile (cell), and print options, as well as real-time display updates showing customers their queue position and corresponding service counter or representative. The goal is to enhance the customer experience by streamlining service interactions, reducing wait times, and improving communication within the service center.

This project aims to replace the existing queue management system currently in use at the Illinois Tollway Headquarters. The existing system is outdated, out of warranty, and experiencing technical issues with electronic displays and service window sequencing. These issues have required additional staffing to manually direct customers, resulting in inefficiencies and inconsistent customer service.

By implementing a new, technologically advanced Queue Management System, the Illinois Tollway seeks to improve system reliability, enhance operational efficiency, and provide customers with a seamless and user-friendly service experience.

**A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT**

The objective of this Request for Proposal (RFP) is to identify and select a vendor that can deliver a reliable, user-friendly and cost-effective Queue Management System that meets all operational and technical requirements of the Illinois Tollway Headquarters.

All mandatory requirements outlined in the RFP must be fully satisfied by each respondent in order to be considered for further evaluation. Responses that do not meet mandatory requirements will not advance in the selection process. Desirable and non-mandatory features will also be reviewed and scored to determine the overall value and effectiveness of the proposed solution.

The Illinois Tollway seeks a solution that provides the most efficient and economical implementation while ensuring minimal disruption to current operations. The desired outcome is a modernized queue management system that improves customer flow, enhances service delivery, and supports the Illinois Tollway's commitment to providing timely high-quality customer service.

This solicitation includes a specific BEP utilization goal of eleven percent (11 %) based on the availability of BEP certified Offerors who perform or provide the anticipated services and/or supplies required by this solicitation. In addition to the other award criteria established for this solicitation, the Illinois Tollway will award this contract to an Offeror that meets the goal or makes good faith efforts to meet the goal. This goal is also applicable to change orders and allowances within the scope of work provided by the BEP certified Offeror. If Offeror is a BEP certified Offeror, the entire goal is met and no subcontracting with a BEP certified Offeror is required; however, the Offeror must submit a Utilization Plan indicating that the goal will be met by self-performance.

### A.3. SCHEDULE

The Tollway is looking for the best economic and quickest timeline-based solution.



### A.4. UNIQUE CONSIDERATIONS

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### A.5. TERM

A.5.1. TERM OF THIS CONTRACT: The contract resulting from this procurement will have an initial term of five (5) years, commencing upon the last dated signature of the Parties. In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions, exceed ten (10) years. Vendor shall not commence billable work in furtherance of the contract prior to final execution of the contract except when permitted pursuant to 30 ILCS 500/20-80.

A.5.2. RENEWAL: Subject to the maximum total term identified above, the State has the option to renew for **(5) years**:

- Renewal #1: *April 1, 2031, through March 30, 2032*
- Renewal #2: *April 1, 2032, through March 30, 2033*
- Renewal #3: *April 1, 2033, through March 30, 2034*
- Renewal #4: *April 1, 2034, through March 30, 2035*
- Renewal #5: *April 1, 2035, through March 30, 2036*

A.5.2.1. Pricing for the renewal term(s), or the formula for determining price, is in the Pricing section of this solicitation.

A.5.2.2. Any renewal of the resulting contract is subject to the same terms and conditions that apply to the initial term of the contract unless otherwise provided. The State may renew the contract for any or all of the option periods specified, may exercise any of the renewal

options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the State. The contract may neither renew automatically nor renew solely at the Vendor's option.

## **Section B. CURRENT CONDITIONS**

### **B.1. OVERVIEW & BACKGROUND**

The Illinois Tollway seeks to replace its existing Queue Management System (QMS) at Headquarters located at 2700 Ogden Ave with a modern, efficient, expandable, and technology driven solution. The current system is outdated, lacks vendor support, and frequently experiences technical issues with its electronic displays and service window remotes. These recurring malfunctions have resulted in improper customer sequencing and the need for staff to manually guide customers, leading to delays and reduced service efficiency.

In addition, the current system relies heavily on manual paper tickets, which are prone to synchronization errors caused by issues with agent controllers. These technical limitations have disrupted the flow of customer service operations and increased the administrative burden on staff.

To address these challenges, the Illinois Tollway's Information Technology team intends to implement a modern Queue Management System that integrates enhanced digital display monitors and supports mobile notifications to alert customers when it is their turn to be served. The new system will also retain a paper ticketing option for customers without mobile devices, ensuring accessibility for all. The upgraded display monitors will provide real-time updates, allowing customers to track their queue status easily and know when and where to report for service.

This new solution will also enable improved customer tracking throughout the service process, allowing the Illinois Tollway to collect valuable data on customer interactions and service needs. The insights gained will help improve operational decision-making, resource allocation, and overall customer satisfaction.

By deploying this modernized Queue Management System, The Illinois Tollway aims to enhance operational efficiency, reduce customer wait times, and deliver a smoother, more responsive service experience for all visitors at Headquarters.

### **B.2. AREAS OF CONCERN/CHALLENGES**

**System Transition:** Moving from the current system to a new modern system may involve significant transitional challenges, including staff training and system integration.

**Implementation Support and Contingency Planning:** Vendor support during implementation and rollout will be critical to promptly address technical issues, provide escalation support, and ensure a smooth transition. A phased deployment approach and temporary fallback to the existing system may be necessary to minimize service disruptions during implementation.

**Technical Issues:** Potential technical issues during the implementation phase can cause disruptions in service.

Customer Adaptation: Customers may need time to adapt to the new technology, especially those who are not tech-savvy or prefer traditional methods.

Support and Maintenance: Ensuring ongoing support and maintenance for the new system to avoid the issues experienced with the current system will be critical.

### **B.3. STRENGTHS**

Enhanced customer notification: The new Queue Management System will enable customers to stay informed of their position in the queue using their personal cell phone devices, eliminating the need for manual paper tickets, but paper tickets will still be an option for customers without cell phones.

Improved Customer Tracking: These systems provide better tracking and display of customer movements and reasons for visits, enhancing the service center's ability to serve and understand their customers' needs.

Enhanced Service Levels: With modern systems, the service center can improve service levels, reduce wait and response times, and gain better insight into operational data.

Operational Efficiency: Reduced reliance on staff to manually guide customers and improved support availability lead to more efficient service center operations.

### **B.4. FIGURES, DIAGRAMS, & REFERENCE DOCUMENTS**

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## **Section C. PROPOSAL REQUIREMENTS**

### **Only Electronic Submissions through BidBuy of Offers will be Accepted**

#### **C.1. REQUIRED DOCUMENTS TO COMPLETE AND SUBMIT**

The Offeror shall submit the listed documents in BidBuy under the Attachments tab in the appropriate "Required Attachments" spaces.

- Vendor Disclosure or IPG Active Registered Vendor Disclosure
- Technical response
- Offer to the State of Illinois Information and Technology
- Commitment to Diversity
- BEP Utilization Plan
- VBP Utilization Plan

Blank documents may be found on the Chief Procurement Officer for General Service's website at <https://cpo-general.illinois.gov/solicitation-and-contract-templates.html> and on the BidBuy posting under "File Attachments:". Business Enterprise Program/Veterans Small Business Program Utilization Plan may be downloaded from the Commission on Equity and Inclusion's website at <https://cei.illinois.gov/purchasing-entity-resources/compliance.html>.

Failure to submit Vendor Disclosure or IPG Active Registered Vendor Disclosure, as applicable, and the Utilization Plan(s), as applicable, with the Offer submitted in BidBuy shall render the Offer non-responsive.

Offerors are required to submit their response to the State’s solicitation through BidBuy. Any information sent to the State outside of BidBuy, for example by US Mail, FedEx, UPS, e-mail, or hand delivery, will neither be accepted nor considered. Offeror submissions will only be considered if they are received through BidBuy and on or before the time and date indicated as the “Bid Opening Date” on the BidBuy posting. Any required attachments must be submitted via BidBuy.

**Price entries on the Items tab will be locked automatically upon submission of the quote. Entering cost, pricing or discount information in the Alternate Description may result in disqualification. If the agency requires pricing to be submitted in an attachment, Offeror shall upload pricing under the “Required Documents” section on the Attachments tab and check the box “Does the attachment contain any pricing, cost or discount information?”. Failure to check this box allows your pricing to be viewed when bids are opened and will result in disqualification of your offer. NOTE: Do not check “Does the attachment contain any pricing, cost or discount information” if the attachment does NOT include pricing, cost, or discount information.**

Documents shall be submitted in an electronic format that is accessible and readable using Microsoft Office suite software or Adobe Reader. Corrupted files shall not be considered. It is the Offeror’s responsibility to check that files are accessible and legible after uploading.

The Offeror is solely responsible for ensuring timely submission of their electronic solicitation response. Failure to allow adequate time prior to the Bid Opening Date to complete and submit a response to a solicitation, particularly in the event technical support assistance from the State is required, places the Offeror and their offer or response at risk of not being accepted.

The State encourages the Offeror to ensure that their BidBuy account is up to date. It is recommended that you access your BidBuy account prior to the solicitation due date and time to make sure that your company’s information is up-to-date, and your password is current. Files may be uploaded at any time prior to submission.

File size may impact the uploading and downloading speed and may lead to browser time-outs, resulting in failed upload/download attempts. Please consider this dependency when attaching very large documents.

OFFEROR INSTRUCTIONS TO SUBMIT IN BIDBUY

Create Quote:

General Tab	: Save and continue
Items Tab	Follow instructions in the Pricing section of the solicitation document as to whether pricing will be entered in the Unit Cost of the Items Tab or submitted as a separate Pricing Document in the Attachments Tab.  Note: any pricing entered in the Unit Cost of the Items Tab will be locked until after Technical Evaluations take place. Do <b>not</b> enter cost, pricing, or any discount information in the Alternate Description field. <b>Entering cost, pricing or discount information in the Alternate Description may result in disqualification.</b>
Terms and Conditions Tab	: Select “Yes”, “No”, or “Yes with Exceptions” Note: If taking any exceptions to Standard Terms and Conditions an offeror must submit a redline version of the Standard Terms and Conditions with their proposal.
Attachments Tab	For each required quote attachment listed: : “Upload” (next to each required attachment) : “Choose File”

	<p>Note: If a pricing document is required, mark the box next to the question, "Does this attachment contain any pricing, cost, or discount information?"</p> <p><b>Failure to mark this box when attaching a pricing document will result in disqualification.</b></p> <p><b>Check this box ONLY if a separate pricing document is required.</b></p> <p><b>Do NOT check this box for any other required quote attachment such as the Technical Proposal, Vendor Disclosure / IPG Active Registered Vendor Disclosure, or Utilization Plan(s), or offer.</b></p>
Summary Tab	: "Submit Quote"

Offerors may also view the "Request for Proposal (RFP) Vendor Submission Instructions Video found at <https://cpo-general.illinois.gov/vendor-resources.html>

**C.2. DUE DATE AND TIME FOR SUBMISSION OF OFFERS**

Each solicitation contains the Offer due date and time, appearing as the "Bid Opening Date:" on the BidBuy posting. Offeror shall submit Offers in BidBuy, and the State shall open Offers electronically in BidBuy on the "Bid Opening Date". The Offer must remain firm for 180 days from opening.

**C.3. CONFLICT BETWEEN INFORMATION IN ELECTRONIC DOCUMENTS AND ON BIDBUY**

If the State provides information in electronic documents (i.e., the RFP and other attachments) that is different or in conflict with the information the State provides on BidBuy, then the information in electronic documents is presumed to represent the State's intent. If the Offeror provides information in electronic documents that is different or in conflict with the information the Offeror provides in BidBuy through their Seller Account, then the information in electronic documents shall represent the Offeror's intended submission.

**C.4. PUBLISHED PROCUREMENT INFORMATION**

The State publishes procurement information, including solicitations, awards, and amendments, on the Chief Procurement Officer for General Services' Illinois Procurement Bulletin, known as the Bulletin or BidBuy (<https://www.bidbuy.illinois.gov/bso/>). Procurement information may not be available in any other form or location. Offeror is responsible for monitoring BidBuy. The State will not be held responsible if Offeror fails to receive the optional e-mail notice of future amendments to the solicitation.

**C.5. INFORMATION CONTACT**

The individual listed in the "Info Contact:" field on the BidBuy posting shall be the single point of contact for this solicitation. Unless otherwise directed, Offeror should only communicate with the Information Contact. The State/Agency shall not be held responsible for information provided by or to any other person.

Suspected errors should be immediately reported to the Information Contact. Do not discuss, directly or indirectly, the solicitation or any Offer with any State officer or employee other than the Information Contact.

**C.6. OFFEROR QUESTIONS AND AGENCY RESPONSE**

All questions, other than questions raised at the Pre-Submission Conference, pertaining to this solicitation must be submitted in writing to the Information Contact no later than as published in BidBuy. Questions received and Agency responses may be posted as a Bid Amendment to the original solicitation on BidBuy; only these posted answers to questions shall be binding on the State. Offeror is responsible for monitoring BidBuy and BidBuy email notifications.

**C.7. PRE-SUBMISSION CONFERENCE**

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The Agency may conduct a Mandatory or Non-Mandatory Pre-Submission Conference, listed in the “Pre-Bid Conference:” field of the BidBuy posting. Please refer to BidBuy for this information.

If attendance is mandatory, Offeror (current contractor included) will be disqualified and considered non-responsive if Offeror does not attend, is not on time, leaves early, or fails to sign the attendance sheet. Offeror must allow adequate time to accommodate security screenings at the site.

**C.8. SMALL BUSINESS SET-ASIDE**

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**C.9. BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN**

The BidBuy posting indicates whether this solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. If this solicitation contains a goal, then failure to complete and submit a Utilization Plan, including documentation demonstrating good faith efforts when requesting a waiver, shall render the Offer non-responsive. 30 ILCS 575/4(e). All questions regarding the subcontracting goal must be directed to the Information Contact indicated in BidBuy no later than as published in the Bulletin Description in BidBuy. See the Utilization Plan for NIGP codes used to establish this goal.

This solicitation includes a specific BEP Utilization goal of 11%  
NIGP Codes Applicable to BEP Participation Goal: 92014, 92022, 92031,  
92064

Go to <https://cei.illinois.gov/vendor-resources/get-bep-certified.html> for complete requirements for BEP certification. Go to State of Illinois Commission on Equity and Inclusion at <https://supplierdiversitymanagementportal.illinois.gov/home.aspx> to search for certified BEP vendors.

**C.10. VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN**

The BidBuy posting indicates whether this solicitation contains a goal to include businesses owned and controlled by military veterans. If this solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Information Contact indicated in BidBuy no later than as published in the Bulletin Description in BidBuy. See the Utilization Plan for NIGP codes used to establish this goal.

This solicitation includes a specific VET Utilization goal of 1%  
NIGP Codes Applicable to VET Participation Goal: 92014, 92022, 92031,  
92064

Go to <https://cei.illinois.gov/programs0/veterans-business-program.html> for complete requirements for Veteran Owned Small Business (VOSB) or Service-Disabled Veteran Owned Small Business (SDVOSB) certification. Go to State of Illinois Commission on Equity and Inclusion at <https://supplierdiversitymanagementportal.illinois.gov/home.aspx> to search for certified VOSB and SDVOSB vendors.

**C.11. SECURITY**

Bid/Performance Bond N/A. If a bond is required, Offeror must submit the Bid Bond with your offer or Performance Bond to the Information Contact within ten (10) days after contract execution. The bond must be from a surety licensed to do business in Illinois. An irrevocable letter of credit is an acceptable substitute. The form of security must be acceptable to the State.

**C.12. TERMS AND CONDITIONS**

Standard Terms and Conditions will become a part of any resulting contract. To view the Standard Terms and Conditions, please go to

<https://cpo-general.illinois.gov/solicitation-and-contract-templates.html>.

## Section D. EVALUATION PROCEDURES

### D.1. EVALUATION PROCESS

The State assesses each Offer for Responsibility (E.10) and Responsiveness. The State considers the information provided and the quality of that information when assessing Offers. If the State finds a failure or deficiency, the State may reject the Offer or reflect the failure or deficiency in the assessment.

There are four scored parts to each proposal – Technical, Commitment to Diversity, Oral Presentations, and Pricing. Each part of the proposal is evaluated and ranked independently of the other parts of the proposal. The evaluation results shall be used in ranking of proposals.

The State may award to the most responsive and responsible offeror whose offer best meets the specified criteria.

### D.2. RESPONSIVENESS

A responsive offeror is one who submits an offer that conforms in all material respects to the Request for Proposal and includes all required forms.

- D.2.1. The State will determine whether the Offeror complied with the instructions for submitting offers. Except for late submissions, and other requirements that by law must be part of the submission, the State may require that an Offeror correct deficiency as a condition of further evaluation.
- D.2.2. Subcontractor Disclosure: If the Offer includes any subcontractors, then Offeror shall complete the Subcontractor Disclosure section of the Offer to the State of Illinois.
- D.2.3. If completing IPG Active Registered Vendor Disclosure, then responsiveness may include and may not be limited to:
- Active Illinois Procurement Gateway registration # with expiration date
  - Certifications timely to this solicitation
  - Disclosure of lobbyists for Offeror and parent entity(ies)
  - Disclosure of pending and current contracts
- D.2.4. If completing Vendor Disclosure, required parts may include and may not be limited to:
- Business and Directory Information: Offeror should complete and return the Business and Directory Information form in Vendor Disclosure, Part 1.
  - Illinois Department of Human Rights (IDHR) Public Contracts Number: Offeror shall complete and return the IDHR Public Contracts Number form in Vendor Disclosure, Part 2.
  - Authorized to Transact Business or Conduct Affairs in Illinois: A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity prior to submitting an Offer and authorized to transact business or conduct affairs in Illinois

prior to execution of the contract. For more information, see Authorized to Transact Business or Conduct Affairs in Illinois in Vendor Disclosure, Part 3.

- Standard Illinois Certifications: Offeror shall complete and return the Standard Illinois Certifications form in Vendor Disclosure, Part 4.
- State Board of Elections Registration: Offeror may be prohibited from making political contributions and be required to register with the State Board of Elections. For more information, see State Board of Elections in Vendor Disclosure, Part 5.
- Disclosure of Business Operations with Iran: Offeror should complete and return the Disclosure of Business Operations with Iran form in Vendor Disclosure, Part 6.
- Financial Disclosures and Conflicts of Interest: Offeror shall complete and return the Financial Disclosures and Conflicts of Interest form in Vendor Disclosure, Part 7.
- Taxpayer Identification Number: Offeror should complete and return the Taxpayer Identification form in Vendor Disclosure, Part 8.

D.2.5. The State will determine whether the Offer meets the stated technical requirements. Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet the State’s needs may be accepted or corrections allowed. If no offeror meets a particular technical requirement, the State may waive that requirement.

D.2.6. When the specification calls for “Brand Name or Equal,” the brand name product is acceptable. Other products will be considered with proof that the other product meets stated specifications and is equivalent to the brand product in terms of quality, performance, and desired characteristics.

**D.3. EVALUATION METHODOLOGY**

The Technical Requirements are described in Sections F.1, F.2., F.3., F.5, and F.6. The State evaluates the Technical Requirements without consideration of price.

D.3.1. Total Number of Points Available for Technical Requirements is: 52.

D.3.2. Offeror shall complete and return Sections F.1, F.2., F.3, and F.4.

D.3.3. Relative Weight in Point Format

Technical Requirements	Points Available
Contract Requirements	0; all must be agreed to and are evaluated as pass or fail
Mandatory Requirements with Evidence	0; all must be met and are evaluated as pass or fail
Proposed Technical Solution (Desirable elements)	52

**D.4. COMMITMENT TO DIVERSITY ELEMENTS**

Sections 20-15 and 35-30 of the Illinois Procurement Code (30 ILCS 500/) require offerors to be evaluated on their commitment to diversity. The points available for Commitment to Diversity are described in Section F.4. and **are equivalent to 20% of the Technical Requirements points.** The State evaluates Commitment to Diversity without consideration of price.

- D.4.1. The total number of points for Commitment to Diversity is 40.
- D.4.2. Offeror shall complete and return Section F.4 Commitment to Diversity.
- D.4.3. Commitment to Diversity Categories: The percentages at the end of each section reflect the weighted distribution of points available identified in D.4.1.

<b>Commitment to Diversity Categories</b>		
Category 1	Category 1 – BEP Compliance - Whether or how well the Offeror meets this solicitation’s goal of contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities.	5%
Category 2	Category 2 – Subcontracting/Contracting with any WMD businesses (not limited to BEP Offerors) - Whether the Offeror assisted businesses owned by women, minorities, or persons with disabilities.	10%
Category 3	Category 3 – Diversity, Equity and Inclusion (DEI) Spend – Offeror’s percentage of business, education and/or community spend from prior calendar year gross revenue that involves businesses owned by women, minorities and/or persons with disabilities. The assisted businesses are not required to be certified in the Illinois Business Enterprise Program.	20%
Category 4	Category 4 – DEI Time - Offeror’s hours spent in the prior calendar year on promoting DEI in the workplace, the community, education institutes, or supporting businesses owned by women, minorities, or persons with disabilities. The assisted business is not required to be certified in the Illinois Business Enterprise Program. The success or failure of each event does not impact the points achieved. The event may be voluntary or paid time.	20%
Category 5	Category 5 – DEI Policies - Entity has provided a written copy of, or link to, their current written workforce diversity, equity, and inclusion policy. Policies must be actionable plans, not overarching concepts around DEI.	10%
Category 6	Category 6 – Diversity in Staffing - % of individuals on governing board and/ or Senior executives out of all staff who identify as women, minorities or person with disabilities.	10%
	% of individuals in management /supervisor positions out of all staff who identify as women, minorities or person with disabilities.	13%
	% of total staff who identify as women, minorities or person with disabilities.	12%

**D.5. MINIMUM REQUIRED POINTS**

Requests for Proposal may specify that offerors must receive a minimum number of points in their Technical and Commitment to Diversity proposals combined to be considered for price evaluation and award.

The State determines how well offers meet the Technical and Commitment to Diversity requirements and rank the offers from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who receive fewer than the minimum required points will not be considered for price evaluation and award.

- D.5.1. The total number of available points for Technical Requirements and Commitment to Diversity is 92.
- D.5.2. A minimum of 73.6 of the available (Technical and Commitment to Diversity) points is required to be eligible for demonstrations / oral presentations.

**D.6. ORAL PRESENTATIONS**

	<p style="text-align: center;">Oral Presentations will be Ninety (90) minutes.  <b>Evaluation Criteria-Oral Presentations</b>                      At a minimum, offeror will be expected to demonstrate the items listed below.</p>	<p style="text-align: center;"><b>Maximum Points</b></p>
D.6.1	<p>Vendor should show complete system process of ADA customer entering the queue through a kiosk or screen, ADA customer being assigned a queue number and following their assigned number through the queue on the system customer display monitor or screen, how the ADA customer is notified to approach the appropriate ADA assigned agent, and what the assigned agent screen process is for completing the transaction and readying for next customer. Vendor should demonstrate ADA accessibility features available within the system, including options that support visually and hearing -impaired customers, such as audio assistance, high-contrast or enlarged text display, and customer assistance alert features.</p> <p>The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. ADA customer entry fields appear on kiosk, or screen, showing all entry fields/screens which are part of process for acquiring paper or cell phone-based queue/ticket number. (3 points)</li> <li>2. Customer receipt of queue number via paper or cell phone option chosen via kiosk or screen entry. (3 points)</li> <li>3. ADA number gets slotted to designated ADA compliant agent window. (3 points)</li> <li>4. Track queue number on customer display monitor, or screen, with multiple test queue numbers to show ADA case movement in queue. (3 points)</li> <li>5. Monitor display, or screen, or cell phone notification to ADA customer that they are to approach window. (3 points)</li> <li>6. Demonstrate available ADA accessibility features for visually or hearing-impaired customers through kiosk, screen, or notification options. (3 points)</li> <li>7. Agent screen process for assisting ADA customer through to termination of transaction and opening agent to assist next client. (3 points)</li> </ol>	21
D.6.2	<p>Vendor should show complete system process, including customer entering the queue through a kiosk or screen, customer being assigned a queue number and following their assigned number through the queue on the system customer display monitor or screen, how the customer is notified to approach the appropriate assigned agent, and what the assigned agent screen process is for completing the transaction and readying for next customer.</p> <p>The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk or screen, showing all entry fields/screens which are part of process for acquiring paper-based queue/ticket number. (3 points)</li> <li>2. Customer receipt of queue number via paper option chosen via kiosk or screen entry. (3 points)</li> <li>3. Track queue number on customer display monitor or screen with multiple test queue numbers to show case movement in queue. (3 points)</li> <li>4. Monitor display, or screen notification, to customer that they are to approach window. (3 points)</li> <li>5. Digital voice announcement of next ticket number being serviced. (3 points)</li> <li>6. Agent screen process for assisting customer through to termination of transaction and opening agent to assist next client. (3 points)</li> </ol>	18
D.6.3	<p>Vendor should show complete system process, including customer entering the queue through a kiosk or screen, customer being assigned a queue number and following their assigned number through the queue on the system customer display monitor or screen, how the customer is notified to approach the appropriate assigned agent, and what the assigned agent screen process is for completing the transaction and readying for next customer.</p>	32

	<p>The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk or screen, showing all entry fields/screens which are part of process for acquiring cell phone-based queue/ticket number. <ol style="list-style-type: none"> <li>a. Verification of cell phone number entered by customer. (4 points)</li> <li>b. Message stating that carrier and data fees may apply. (4 points)</li> </ol> </li> <li>2. Customer receipt of queue number via cell phone option chosen via kiosk or screen entry. (4 points)</li> <li>3. Track queue number on customer display monitor or screen with multiple test queue numbers to show case movement in queue. (4 points)</li> <li>4. Text message notification to customer notifying to approach window. (4 points)</li> <li>5. Monitor display, or screen notification, to customer that they are to approach window. (4 points)</li> <li>6. Digital voice announcement of next ticket number being serviced. (4 points)</li> <li>7. Agent screen process for assisting customer through to termination of transaction and opening agent to assist next client. (4 points)</li> </ol>	
D.6.4	<p>Vendor should show complete system process, including when a customer stops interaction with a kiosk or screen, what actions the kiosk or screen performs, what happens with the customer information entered, the effect on queue numbers, the effect on customer notification, and the effect on the agent screen process. The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk, or screen, showing all entry fields/screens which are part of process for acquiring paper or cell phone-based queue/ticket number. (3 points)</li> <li>2. Screen saver appears on kiosk once customer stops interaction with kiosk after a certain period of time. (3 points)</li> <li>3. The number currently being serviced should display over the screen saver. (3 points)</li> <li>4. Customer information should be cleared from the kiosk screen once the screen saver appears. (3 points)</li> <li>5. Kiosk home screen should appear once kiosk is touched again. (3 points)</li> <li>6. A new queue number should NOT be generated by the system, once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> <li>7. A new queue number should NOT appear on the monitors, once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> <li>8. A new queue number should NOT be announced by digital voice once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> <li>9. Agent screen process should not be affected by a timed-out customer entry. (3 points)</li> </ol>	27
D.6.5	<p>Vendor should show system capability to review all sequential customer numbers serviced.</p> <ol style="list-style-type: none"> <li>1. Reporting capabilities should be by a dashboard or a report. (6 points)</li> <li>2. Reporting should be for specific time increments. Desired to be able to report down to an hourly increment. (6 points)</li> </ol>	12
D.6.7	<p>Vendor should show system capability to analyze and report on customer wait times. shall show system capability to report on the customer-selected reasons for service.</p> <ol style="list-style-type: none"> <li>1. Reporting should have ability to group by reason for historical and statistical use.</li> </ol>	20
	Total Points Oral Presentation	150

## D.7. PRICE

The State opens Price proposals after evaluating all Technical and Commitment to Diversity proposals (and Oral Presentations, if applicable).

If the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State determines whether the price is fair and reasonable by considering the offer, including the offeror's

qualifications, the offeror's reputation, all price proposals submitted, other known prices, the project budget, and other relevant factors.

D.7.1. The total number of points for Price is 53.

D.7.2. The State will determine Price points using the following formula:

$$\text{Maximum Price Points} \times (\text{Lowest Price} / \text{Offeror's Price}) = \text{Total Price Points}$$

**D.8. MAXIMUM AVAILABLE POINTS**

The maximum number of points is 52 (Technical Requirements) + 40 (Commitment to Diversity) + 150 (Oral Presentation) + 53 (Price) = 295 maximum available points.

## **Section E. ADMINISTRATIVE REQUIREMENTS**

### **E.1. GOVERNING LAW AND FORUM**

Illinois law and rules govern this solicitation and any resulting contract. Offeror must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois. This document contains statutory references designated with "ILCS". To view the full text, go to <http://www.ilga.gov/legislation/ilcs/ilcs.asp>. The Illinois Procurement Code (30 ILCS 500) and the Standard Procurement Rules (44 ILL. ADM. CODE PART 1) are applicable to this solicitation. To view them respectively, go to <http://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=532&ChapterID=7> and <https://www.ilga.gov/commission/jcar/admincode/044/044parts.html>

### **E.2. PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT**

Offers become the property of the State. All offers will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Offeror requests in its Offer that the State treat certain information as confidential. A request for confidential treatment will not supersede the State's legal obligations under FOIA. The State will not honor requests to keep entire Offers confidential. Offerors must show the specific grounds in FOIA or other law or rule that support confidential treatment. Regardless, the State will disclose the successful Offeror's name, the substance of the Offer, and the price.

If Offeror requests confidential treatment, Offeror must submit additional copy/copies (see Instructions for Submission of Offers in Section C.) of the Offer with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the Offer as possible. In a separate attachment, Offeror shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis or bases under Illinois law, including a detailed justification for exempting the information from public disclosure.

Offeror will hold harmless and indemnify the State for all costs or damages associated with the State defending Offeror's request for confidential treatment. Offeror agrees that the State may copy the Offer to facilitate evaluation, or to respond to requests for public records. Offeror warrants that such copying will not violate the rights of any third party.

### **E.3. MINORITY CONTRACTOR INITIATIVE**

The State requires a fee of \$15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative. Any offeror awarded a contract of \$1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of \$15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.

### **E.4. FEDERAL FUNDS**

The resulting contract may be partially or totally funded with Federal funds. Upon notice of intent to award, the percentage of supplies and/or services involved that are Federally funded and the dollar amount of such Federal funds will be disclosed.

**E.5. EMPLOYMENT TAX CREDIT**

Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 30 ILCS 500/45-67 and 45-70. Please contact the Illinois Department of Revenue (217-524-4772) for information about tax credits [35 ILCS 5/216, 5/217].

**E.6. RESERVATIONS**

Offeror must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The State reserves the right to amend the solicitation, reject any or all offers, award by item/services, group of items/services, or grand total, and waive minor defects. The State may request a clarification, inspect Offeror's premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The State may request Best & Final Offers when appropriate. The State will make all decisions on compliance, evaluation, and terms and conditions, and shall make decisions in the best interests of the State and in accordance with the Illinois Procurement Code, rules and other applicable State and Federal statutes and regulations. This competitive process may require that Offeror provide additional information and otherwise cooperate with the State. If an offeror does not comply with requests for information and cooperate, the State may reject the offer as non-responsive to the solicitation. Submitting an offer does not entitle Offeror to an award or a contract. Posting a vendor's name in a Bulletin notice does not entitle the vendor to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any offer.

Awarded Offeror(s) shall not commence and will not be paid for any billable work undertaken prior to the date all parties execute the contract, unless approved in writing in advance by the State Purchasing Officer or the Chief Procurement Officer (or designee).

**E.7. AWARD**

The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the award will be made to the responsive and responsible offeror whose offer best meets the specified criteria unless otherwise permitted by the Illinois Procurement Code and Illinois Administrative Code. However, if the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, then the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State will determine whether the price is fair and reasonable by considering the offer, including the offeror's qualifications, the offeror's reputation, all prices submitted, other known prices, the project budget and other relevant factors. The State will post a notice to the Bulletin identifying the apparent most responsive and responsible offeror.

**E.8. INVOICING ADDRESS**

The awarded Vendor shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract. The Bulletin posting contains the "Bill-to Address:" where invoices should be sent.

Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency's Illinois tax exemption number and Federal tax exemption information.

**E.9. PROTEST REVIEW OFFICE**

Offeror may submit a written protest to the Protest Review Office following the requirements of the Standard Procurement Rules. 44 ILL. ADM. CODE 1.5550. For protests related to specifications, the Protest Review Office must physically receive the protest no later than fourteen (14) days after the solicitation or related addendum was posted to the Bulletin. For protests related to rejection of individual proposals or awards, the protest must be received by close of business no later than fourteen (14) days after the protesting party knows or should have known of the facts giving rise to the protest. The Protest Review Office's information is as follows:

Chief Procurement Office  
Attn: Protest Review Office  
Email: [cpogs.pro@illinois.gov](mailto:cpogs.pro@illinois.gov)

## **E.10. RESPONSIBILITY**

A responsible Offeror is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The State determines whether the Offeror is a "responsible" offeror; an offeror with whom the State can or should do business. For example, the State may consider the following:

E.10.1. A "prohibited bidder" includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or providing similar assistance unless such assistance was part of a publicly issued opportunity to review drafts of all or part of these documents. For purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract. No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement need shall submit a bid or proposal or receive a contract for that procurement need.

Nothing herein is intended to prohibit a vendor from bidding or offering to supply developing technology, supplies or services after providing the State with a demonstration of the developing technology, supplies, or services; provided the subject of the demonstration to the State represents industry trends and innovation and is not specifically designed to meet the State's needs. Nothing herein is intended to prohibit a person or business from submitting a bid or offer or entering into a contract if the person or business: (i) initiates a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 of the Illinois Procurement Code or (ii) responds to a communication initiated by an employee of the State for the purposes of providing information to evaluate new products, trends, services, or technologies.

E.10.2. Other factors that the State may use to evaluate to determine responsibility include, but are not limited to: political contributions, certifications, conflict of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the Offer), compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, and the ability to provide required maintenance service or other

matters relating to the offeror's ability to deliver in the quality and quantity within the time and price as specified in this solicitation.

E.10.3. Awarded offerors must always have financial resources sufficient, in the opinion of the State, to ensure performance of the contract and must provide proof upon request. The State may require a performance bond if, in the opinion of the State, it ensures performance of the contract. The State may terminate the contract, consistent with the termination for cause provision of the contract, if the vendor lacks the financial resources to perform under the contract.

E.10.4. The State may require that an offeror correct any deficiencies as a condition of further evaluation.

**E.11.** BidBuy Terminology and Guidance: BidBuy is an online e-procurement system. There may be some difference between the procurement terminology used in this solicitation and the terms used in BidBuy. Please learn more about BidBuy by accessing the online resources found here:

<https://pathway2procurement.illinois.gov/bidbuy.html>

## Section F. PROPOSAL FORMS

Offeror must complete and return:

- The following three (3) tables of Technical Requirements: Contract Requirements (Section F.1), Mandatory Requirements with Evidence (Section F.2), and Proposed Technical Solution (Section F.3) – Include in Bookmark #6 Below
- Commitment to Diversity (Section F.4) – Include in Bookmark #11 Below
- Offer to the State of Illinois Information and Technology – Include in Bookmark #6 Below

Please read and follow each instruction carefully.

OFFEROR'S PROPOSED SOLUTION TO MEET THE STATE'S REQUIREMENTS: Please respond in the following prescribed format:

Respondents are advised to adhere to the submittal requirements of this RFP. Failure to comply with the instructions of this RFP may be cause for rejection of a non-compliant proposal. Offerors are encouraged to provide adequate details for any request for information as noted in this RFP.

The Offeror should submit electronically a searchable pdf and title the sections of their response pursuant to each Element noted below:

- **Cover Page:** The Offeror should include a cover page that contains the full Legal Firm Name and all known Subcontractors (Full Legal Firm Names), BEP/VOSB designation (if applicable), and percentage of proposed work of each.
- **Bookmark 1—Table of Contents:** The Offeror should include a table of contents in its Offer. Offers should be page numbered sequentially from front to back.
- **Bookmark 2 – Transmittal Letter:** An individual authorized to legally bind the Offeror should sign the transmittal letter. The person who signs the transmittal letter will be considered the contact person for all matters pertaining to the Offer unless the Offeror designates another person in writing. The letter should include the Offeror's mailing address, e-mail address, fax number and telephone number. Any request for confidential treatment of information should be included in the transmittal letter in addition to the specific statutory basis supporting the request, an explanation of why disclosure of the information is not in the best interest of the public, and the specific basis the Illinois Freedom of Information Act (5 ILCS 140/7) for the exemption from disclosure of such information. The transmittal letter should also contain the name, address, email address, and telephone number of the individual authorized to respond to the Illinois Tollway about the confidential nature of the information.
- **Bookmark 3 – Executive Summary:** The Offeror should prepare an Executive Summary and overview of the services it is offering including all of the following information: The Offeror should provide their current business overview. Statements that demonstrate that the Offeror understands the services as specified in the RFP.
- **Bookmark 4 – General Company Information:** The Offeror should provide details regarding their company information and their client base.
- **Bookmark 5– Proposed Technical Solution:** The following three (3) tables of Technical Requirements: Contract Requirements (Section F.1), Mandatory Requirements with Evidence (Section F.2), and Proposed Technical Solution – Desirable Elements (Section F.3) are required to be returned in this Bookmark, along with the Offer. The Offeror should provide in the Offeror's response outlining the RFP requirements and the Offeror's proposed

solution. Offeror's proposed solution should detail how the Offeror plans to approach each requirement addressed in Sections F.2 and F.3. Offerors should provide a detailed description of how the Offeror plans to approach each technical requirement. Offers should identify any deviations from the stated requirements in Section F or requirements that the Offeror cannot satisfy.

- Bookmark 6 – Offeror/Staff Specifications: Provide an Organizational chart and resumes and references for all known participating staff and/or position descriptions in the solicitation. Please provide additional organizational information demonstrating the qualifications of your agency/firm for performing the work required to meet the demands of this RFP. Please include an organizational history which includes a listing of similar previous engagements of implementing or solutions as proposed.
- Bookmark 7 – Planned Changes: Describe any potential or planned changes or initiatives that, in the next twelve to twenty-four months, could significantly change any of the information provided implementing these changes.
- Bookmark 8– Pricing: Please provide a blank page as a placeholder. **Price entries on the Items tab will be locked automatically upon submission of the quote. Entering cost, pricing or discount information in the Alternate Description may result in disqualification. If the agency requires pricing to be submitted in an attachment, Offeror shall upload pricing under the “Required Documents” section on the Attachments tab and check the box “Does the attachment contain any pricing, cost or discount information?” Failure to check this box allows your pricing to be viewed when bids are opened and will result in disqualification of your offer. NOTE: Do not check “Does the attachment contain any pricing, cost or discount information” if the attachment does NOT include pricing, cost, or discount information.**
- Bookmark 9– Other Exhibits: Training Materials, Sample Reports, and Other Pertinent Information (i.e.: Licenses, Certifications, Charts, Exceptions, etc.).
- Bookmark 10– Diversity and Compliance History Narrative: Offerors shall complete and return the Commitment to Diversity Vendor Answer Sheet (Section F.4) in this Bookmark. Proposers should include narrative provided of firm history on meeting BEP and VOSB/SDVOSBE goals on previous contracts including Tollway or other entities. Points are based on narrative alone. Tollway contracts are not preferred and do not factor into the evaluation or points.

**F.1. CONTRACT REQUIREMENTS**

Please read each contract requirement carefully in F.1. These contract requirements shall be included in any contract resulting from this solicitation. Please check “Agree” next to each requirement to indicate the proposal complies with each requirement.

<b>CONTRACT REQUIREMENTS</b>	
F.1.1. Customers will enter queue through interfacing with touch screen service stations (kiosks or Windows desktops).	<input type="checkbox"/> Agree
F.1.2. Application shall be recoverable and provide at least one Administrative Level Emergency/ “Break Glass” account that can provide access in case the SSO (Single Sign On) solution is unavailable.	<input type="checkbox"/> Agree

F.1.3. SaaS application must support data encryption using acceptable industry standards that follow NIST guidelines in following stages: <ul style="list-style-type: none"> <li>• Data at Rest</li> <li>• Data in Transit</li> <li>• Data in Use</li> </ul>	<input type="checkbox"/> Agree
F.1.4. Solution shall be distributed across geographically diverse data centers in the United States and provide a secure API gateway.	<input type="checkbox"/> Agree
F.1.5. Solution shall be hosted on Government cloud if possible.	<input type="checkbox"/> Agree
F.1.6. Solution shall be hosted as a single tenant with an independent multi-tenant database.	<input type="checkbox"/> Agree
F.1.7. Cloud-based Solution should be highly available (99.99% up-time) and redundant.	<input type="checkbox"/> Agree
F.1.8. Vendor shall provide and install 3 computer-based touch screen kiosks or desktops for customer use to interface with vendor solution.	<input type="checkbox"/> Agree
F.1.9. Vendor shall provide Tollway with 1 spare computer-based touch screen kiosk or desktop.	<input type="checkbox"/> Agree
F.1.10. Vendor shall provide printing mechanism with each touch screen kiosk or desktop and all required cables or wiring to print hard copy queue number ticket for customers.	<input type="checkbox"/> Agree
F.1.11. Vendor shall provide three (3) or four (4) forty-two plus (42+) inch or larger LED monitors.	<input type="checkbox"/> Agree
F.1.12. Vendor will provide speaker(s), wiring, and any interface hardware/software needed for digital or system voice notification of the next customer being serviced. All wiring shall meet or exceed local building code requirements. Vendor will be responsible for wiring permits and inspections if required.	<input type="checkbox"/> Agree
F.1.13. Vendor will provide all lighting, wiring, and system interface hardware/software needed to indicate the next service location window in Business Services with lighting if it pertains to vendor solution.	<input type="checkbox"/> Agree
F.1.14. Vendor solution can integrate and run using Tollway Windows based (Windows 11) desktops or Microsoft Edge browser.	<input type="checkbox"/> Agree
F.1.15. Solution downtime should be coordinated with Illinois Tollway to minimize user impact.	<input type="checkbox"/> Agree
F.1.16. Solution response times for screens, queries, reports, and batch processing, and/or system API calls and integrations, shall adhere to industry standards and shall be acceptable to Tollway users during testing before release.	<input type="checkbox"/> Agree
F.1.17. Solution shall be expandable and `designed to accommodate a minimum of 25% increase in users and/or data per year.	<input type="checkbox"/> Agree
F.1.18. Solution shall be expandable and support a growing number of concurrent transactions, such as data submissions, updates, and approvals.	<input type="checkbox"/> Agree
F.1.19. Solution shall be expandable with compute, storage, and networking resources designed to scale out horizontally to accommodate increased workloads.	<input type="checkbox"/> Agree
F.1.20. Solution shall be expandable with database infrastructure designed to scale horizontally to accommodate increased data volume and query load.	<input type="checkbox"/> Agree
F.1.21. Vendor shall perform regular automated backups of solution data and configuration.	<input type="checkbox"/> Agree

F.1.22. Solution shall support point-in-time recovery of data.	<input type="checkbox"/> Agree
F.1.23. Vendor shall provide a data restore process from backups to recover data.	<input type="checkbox"/> Agree
F.1.24. Solution data shall be retained for the lifetime of the Tollway's subscription.	<input type="checkbox"/> Agree
F.1.25. Vendor shall provide Tollway with data archiving policies for solution.	<input type="checkbox"/> Agree
F.1.26. Solution shall retain application-specific data, such as configuration settings, templates, and customizations, for the lifetime of the Tollway's subscription.	<input type="checkbox"/> Agree
F.1.27. Vendor solution shall provide change tracking for application data to ensure data integrity and historical reference.	<input type="checkbox"/> Agree
F.1.28. Vendor shall provide policy or process for purging or anonymizing data upon Tollway request or Tollway defined periods.	<input type="checkbox"/> Agree
F.1.29. Vendor shall provide Tollway with data ownership guidelines and data transfer options available upon account termination	<input type="checkbox"/> Agree
F.1.30. Vendor shall allow Tollway to export SaaS solution data in standard formats upon account termination	<input type="checkbox"/> Agree
F.1.31. Vendor solution shall provide version control and change tracking for their custom developed application to ensure historical reference.	<input type="checkbox"/> Agree
F.1.32. Regular maintenance, including fixes, patches, and upgrades, shall be provided to ensure security and stability.	<input type="checkbox"/> Agree
F.1.33. A dedicated help desk or support team shall be available 24x7x365 to assist users with technical issues and inquiries.	<input type="checkbox"/> Agree
F.1.34. The Vendor supplied project manager shall be responsible for all phases of the implementation with project oversight provided by a Tollway supplied Project Manager.	<input type="checkbox"/> Agree
F.1.35. Vendor will work with Tollway IT to identify project execution deliverables from project kick-off through project acceptance.	<input type="checkbox"/> Agree
F.1.36. Vendor shall either use the Tollway's Project Methodology documents and forms, or their own, if the vendor supplied documents and forms are like in content.	<input type="checkbox"/> Agree
F.1.37. The Vendor's project management resource shall be the single point of contact between Vendor and Illinois Tollway stakeholders and IT department.	<input type="checkbox"/> Agree
F.1.38. The Vendor's Project Manager shall work with the Illinois Tollway to create a detailed Microsoft Project (MSP), project plan for implementation and testing of the solution, execute the plan through completion, and provide a complete post-mortem of the project with lessons learned.	<input type="checkbox"/> Agree
F.1.39. The Vendor Project Manager shall provide Illinois Tollway IT department with updated versions of the MSP project plan as changes to project affect timeline.	<input type="checkbox"/> Agree
F.1.40. The Vendor's Project Manager shall create, track, and manage risk logs with mitigation strategies and communicate information from these logs to pertinent stakeholders on a regularly scheduled occurrence.	<input type="checkbox"/> Agree
F.1.41. Vendor shall provide and execute a change management plan and process for the project.	<input type="checkbox"/> Agree

F.1.42. Vendor shall provide on-going support for solution issues through a transition period of six (6) full business weeks after implementation of the QMS solution is completed, at no additional cost.	<input type="checkbox"/> Agree
F.1.43. Vendor implementation technicians shall provide their own tools, transportation, test equipment, supplies and materials, and any other equipment necessary to perform their work.	<input type="checkbox"/> Agree
F.1.44. Vendor shall implement the QMS solution within 180 days of Tollway specified start date which may or may not be contract signoff date.	<input type="checkbox"/> Agree
F.1.45. Vendor shall provide on-site training for up to 20 Tollway employees on the QMS solution implemented at the Tollway Business Service Center. Vendor will record training or provide video training of QMS solution for future Tollway review.	<input type="checkbox"/> Agree

By submitting an offer to this solicitation. The offeror agrees that will meet the contract requirements in Section F.1.

**F.2. MANDATORY REQUIREMENTS WITH EVIDENCE**

Please check “Met” to each of the mandatory requirements for the proposed solution. An Offeror that does not provide substantiating evidence for each requirement will be disqualified and the rest of the proposal will not be scored.

These Mandatory Requirements shall be included in any contract resulting from this solicitation.

Please provide substantiating evidence in your Proposed Technical Solution. Use the column on the right to indicate the section and page number where your evidence/response to each item may be found. The State will evaluate Offeror’s evidence/response to verify the mandatory requirement is met.

<b>MANDATORY REQUIREMENTS WITH EVIDENCE</b>		<b>Proposal Section and Page Number</b>
F.2.1. Vendor solution shall be driven by a computer-based system.	<input type="checkbox"/> Met	
F.2.2. Solution shall be software or web application based.	<input type="checkbox"/> Met	
F.2.3. Vendor solution’s application can be installed and accessed locally from Tollway network (On-Prem) or accessed via the Web.	<input type="checkbox"/> Met	
F.2.4. Vendor Kiosks/PC’s should display customer number being serviced on a screen saver when Idle.	<input type="checkbox"/> Met	
F.2.5. Vendor solution customer touch screen kiosks or desktops shall have all-in-one functionality with built-in ticket printers. Printers cannot be separate.	<input type="checkbox"/> Met	
F.2.6. Vendor QMS will display a time-out message if a customer does not interact with the solution within a specified amount of time (to be determined).	<input type="checkbox"/> Met	
F.2.7. Vendor QMS will reset to main screen if Time-out occurs. Customer Data shall be removed from main screen on Time-Out.	<input type="checkbox"/> Met	
F.2.8. Vendor QMS time-out period shall be configurable by Admin level users.	<input type="checkbox"/> Met	

MANDATORY REQUIREMENTS WITH EVIDENCE	Proposal Section and Page Number
F.2.9. Vendor QMS Solution shall allow for multiple Queue Number notification methods including printed ticket and cell phone notification or messaging (SMS, MMS, RCS).	<input type="checkbox"/> Met
F.2.10 Vendor Solution shall present an option for customer to choose which format they receive ticket number in: <ul style="list-style-type: none"> <li>• Paper Ticket – paper ticket will print.</li> <li>• Cell Phone – prompts customer to enter cell phone number and confirms that number is correct upon entry. Text message (SMS, MMS, RCS) or alert to cell phone number sent when customer number is up for service.</li> <li>• Both paper ticket and cell phone - ticket will print and cell phone number entry will be prompted and required. Text message (SMS, MMS, RCS) or alert to cell phone number sent when customer number is up for service.</li> </ul>	<input type="checkbox"/> Met
F.2.11 If Cell Phone or both option is chosen in requirement <b>F.1.3</b> , a message shall be displayed when prompted for cell phone number those states, “Carrier and data fees may apply”.	<input type="checkbox"/> Met
F.2.12 Solution shall provide a check box or option to declare user needs ADA accommodation.	<input type="checkbox"/> Met
F.2.13 Solution shall force users needing ADA compliance to only designated counters for service.	<input type="checkbox"/> Met
F.2.14 Vendor solution shall be capable of presenting up to 10 configurable, predetermined, reasons for customer visit on screen (i.e., open an account; payment; Transponder return, Transponder Purchase, Missed Tolls; Fines, etc.) to customer.	<input type="checkbox"/> Met
F.2.15 Service queue and customer numbers being helped shall be displayed in multiple locations within the Business Service Center on monitors stationed around service center.	<input type="checkbox"/> Met
F.2.16 Vendor LCD monitor displays shall show both the ticket number being serviced and the relative positions of other ticket numbers in the queue and their service station location.	<input type="checkbox"/> Met
F.2.17 Vendor solution shall indicate the customer service window where the next customer will be serviced.	<input type="checkbox"/> Met
F.2.18 Vendor solution shall contain a digital voice customer notification announcement for next Queue number being serviced.	<input type="checkbox"/> Met
F.2.19 Vendor solution shall allow manual override of customer number being serviced by Tollway user.	<input type="checkbox"/> Met
F.2.20 Solution shall allow review by dashboard or report showing all sequential numbers serviced for specific time increments (to be determined). Desired reporting capability is down to the hour. Reporting will help resolve customer sequencing issues that arise.	<input type="checkbox"/> Met
F.2.21 Customer wait times shall be able to be analyzed and reported.	<input type="checkbox"/> Met
F.2.22 Customer selected service reasons shall be available in reporting and have the ability to group by reason for historical/statistical use.	<input type="checkbox"/> Met
F.2.23 Tollway administrative side of application must allow for SAML 2.0 and integrate with OKTA authentication for Single Sign on. If the application contains other Single Sign On capabilities or uses a different third-party authentication tool that can integrate with Microsoft Active	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE	Proposal Section and Page Number
Directory (AD), the vendor should provide documentation on how this is achieved, and technology used.	
F.2.24 SaaS application shall have security controlled by role-based user groups for functional levels. Capability must exist for the following types of user rights: <ul style="list-style-type: none"> <li>• Create</li> <li>• Read</li> <li>• Update</li> <li>• Delete</li> </ul>	<input type="checkbox"/> Met
F.2.25 Offeror and Software shall annually attest to and be able to provide compliance proof for any of the following certifications that apply: Based on tollway confirmation or agreement.  Check each certification required. <ul style="list-style-type: none"> <li><input type="checkbox"/> SOC 1 Type 1 (SSAE 16) - System and Organization Controls</li> <li><input checked="" type="checkbox"/> SOC 2 Type 2 - (Service Organization Control Type 2)</li> <li><input type="checkbox"/> SOC 3 (SSAE 18/ISAE 3402 Type 2) - System and Organization Controls 3</li> <li><input type="checkbox"/> ISO/IEC 27001 (International Organization for Standardization/International Electrotechnical Commission - standard for information security)</li> <li><input type="checkbox"/> HIPPA (Health Insurance Portability and Accountability Act of 1996)</li> <li><input type="checkbox"/> PCI (Payment Card Industry)</li> <li><input type="checkbox"/> CJIS (Criminal Justice Information Services)</li> </ul>	<input type="checkbox"/> Met
F.2.26 Vendor shall provide Tollway with business continuity or disaster recovery plan for solution upon request.	<input type="checkbox"/> Met
F.2.27 Vendor shall provide soft copy documentation of user manuals for the QMS solution. Vendor will update soft copy documentation and send revisions as changes occur.	<input type="checkbox"/> Met
F.2.28 Vendor shall provide updated training for major release/revision changes or upon quarterly review if needed.	<input type="checkbox"/> Met
F.2.29 Vendor shall record training or provide updated video training of QMS solution for future Tollway review.	<input type="checkbox"/> Met

**F.3. PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS**

Please explain how your organization meets or will meet each of the desirable elements. Use the column on the right to indicate the section and page number of your proposal where your response to each item may be found.

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
F.3.1. Signs should be created and displayed that direct customer to Queue Management System (QMS) touch screen service stations located at entrance to Business Service Center.	1 pt	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
F.3.2. Vendor cell phone application that customers can download for use in service center notification situations.	1 pt	
F.3.3. Vendor solution should have capability to store customer’s selected service visit reason with customer number and the solution should present the stored reason data to the Tollway customer service representative once the customer is called to an agent for service.	50 pts	

**F.4. COMMITMENT TO DIVERSITY**

Commitment to Diversity Vendor Guidance including Vendor Submission Forms is located on the Chief Procurement Officer for General Service’s website at <https://cpo-general.illinois.gov/commitment-to-diversity/c2d-guidance.html> and on the BidBuy posting under “File Attachments:”

**F.5. DEMONSTRATIONS/ORAL PRESENTATION**

90 minutes will be allowed for demonstrations. Notice to Offerors to schedule demonstrations will be sent out with 10 days advanced notice with further details, (Details would include location, MS TEAMS information and time limits).

DEMONSTRATIONS	Point Value
<p>F.5.2 Vendor should show complete system process, including customer entering the queue through a kiosk or screen, customer being assigned a queue number and following their assigned number through the queue on the system customer display monitor or screen, how the customer is notified to approach the appropriate assigned agent, and what the assigned agent screen process is for completing the transaction and readying for next customer. The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk or screen, showing all entry fields/screens which are part of process for acquiring paper-based queue/ticket number. (3 points)</li> <li>2. Customer receipt of queue number via paper option chosen via kiosk or screen entry. (3 points)</li> <li>3. Track queue number on customer display monitor or screen with multiple test queue numbers to show case movement in queue. (3 points)</li> <li>4. Monitor display, or screen notification, to customer that they are to approach window. (3 points)</li> <li>5. Digital voice announcement of next ticket number being serviced. (3 points)</li> <li>6. Agent screen process for assisting customer through to termination of transaction and opening agent to assist next client. (3 points)</li> </ol>	18 points

DEMONSTRATIONS	Point Value
<p>F.5.3 Vendor should show complete system process, including customer entering the queue through a kiosk or screen, customer being assigned a queue number and following their assigned number through the queue on the system customer display monitor or screen, how the customer is notified to approach the appropriate assigned agent, and what the assigned agent screen process is for completing the transaction and readying for next customer. The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk or screen, showing all entry fields/screens which are part of process for acquiring cell phone-based queue/ticket number. <ol style="list-style-type: none"> <li>a. Verification of cell phone number entered by customer. (4 points)</li> <li>b. Message stating that carrier and data fees may apply. (4 points)</li> </ol> </li> <li>2. Customer receipt of queue number via cell phone option chosen via kiosk or screen entry. (4 points)</li> <li>3. Track queue number on customer display monitor or screen with multiple test queue numbers to show case movement in queue. (4 points)</li> <li>4. Text message notification to customer notifying to approach window. (4 points)</li> <li>5. Monitor display, or screen notification, to customer that they are to approach window. (4 points)</li> <li>6. Digital voice announcement of next ticket number being serviced. (4 points)</li> <li>7. Agent screen process for assisting customer through to termination of transaction and opening agent to assist next client. (4 points)</li> </ol>	32 points
<p>F.5.4 Vendor should show complete system process, including when a customer stops interaction with a kiosk or screen, what actions the kiosk or screen performs, what happens with the customer information entered, the effect on queue numbers, the effect on customer notification, and the effect on the agent screen process. The following information should be displayed as part of the scenario.</p> <ol style="list-style-type: none"> <li>1. Customer entry fields appear on kiosk, or screen, showing all entry fields/screens which are part of process for acquiring paper or cell phone-based queue/ticket number. (3 points)</li> <li>2. Screen saver appears on kiosk once customer stops interaction with kiosk after a certain period of time. (3 points)</li> <li>3. The number currently being serviced should display over the screen saver. (3 points)</li> <li>4. Customer information should be cleared from the kiosk screen once the screen saver appears. (3 points)</li> <li>5. Kiosk home screen should appear once kiosk is touched again. (3 points)</li> <li>6. A new queue number should NOT be generated by the system, once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> <li>7. A new queue number should NOT appear on the monitors, once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> <li>8. A new queue number should NOT be announced by digital voice once a customer abandons the kiosk entry screen and the screen times out. (3 points)</li> </ol>	27 points

<b>DEMONSTRATIONS</b>	<b>Point Value</b>
9. Agent screen process should not be affected by a timed-out customer entry. (3 points)	
F.5.5 Vendor should show system capability to review all sequential customer numbers serviced. 1. Reporting capabilities should be by a dashboard or a report. (6 points) 2. Reporting should be for specific time increments. Desired to be able to report down to an hourly increment. (6 points)	<i>12 points</i>
F.5.6 Vendor should show system capability to analyze and report on customer wait times.	<i>20 points</i>
F.5.7 Vendor should show system capability to report on the customer-selected reasons for service. 1. Reporting should have ability to group by reason for historical and statistical use.	<i>20 points</i>
<b>TOTAL POINTS</b>	<b>150</b>

**F.6. PRICING**

**F.6.1. FORMAT OF PRICING:**

F.6.1.1. Offeror shall submit pricing via the attachments tab in BidBuy, utilizing the agency provided form for pricing. Offeror shall upload pricing under the “Required Documents” section of the Attachments tab and check the box "Does the attachment contain any pricing, cost or discount information?" Failure to check this box allows your pricing to be viewed when bids are opened and may result in disqualification of your offer.

F.6.2. TYPE OF PRICING: The Illinois Office of the Comptroller requires the State to indicate whether the contract pricing is firm or estimated at the time it is submitted for obligation. Pricing pursuant to this contract is estimated.

F.6.3. EXPENSES ALLOWED: Expenses are not allowed.

F.6.4. TAXES: Pricing shall not include any taxes unless accompanied by proof the State is subject to the tax. If necessary, Offeror may request the applicable agency’s Illinois tax exemption number and federal tax exemption information.

F.6.5. OFFEROR’S PRICING OFFER: Enter pricing in the line items of BidBuy.

F.6.5.1. Renewal Compensation: If the contract is renewed, the price shall be at the same rate as for the initial term for the annual cost elements unless a different compensation or formula for determining the renewal compensation is stated in this section.

F.6.5.1.1. Agency Formula for Determining Renewal Compensation: No Price increase shall be allowed for any renewal term.

F.6.5.1.2. Renewal compensation will be entered by the State prior to execution of the contract.

**Section G. ATTACHMENTS AND EXHIBITS**